

REMARKS:

Claims 11 and 25-26 have been cancelled, so Claims 1-10 and 12-24 are now pending.

In the Office Action, Claims 1-6, 9-14, 16-22, and 24-26 were rejected under 35 U.S.C. § 103 (a) as being unpatentable over Manuel et al. in view of He. Applicants submit that there is no motivation or suggestion to combine the teachings of Manuel et al. and He, as suggested by the Examiner, and the proposed modification is the result of nothing more than using the claimed invention as a blueprint to pick-and-choose isolated elements from the prior art. Accordingly, Claims 1-6, 9-10, 12-14, 16-22, and 24 are patentable over the proposed combination for this reason alone. Even if Manuel et al. and He could be combined, as suggested by the Examiner, Claims 1-6, 9-10, 12-14, 16-22, and 24 are patentable for at least the following reasons.

Claims 1, 13, and 22 have been amended to recite that: (i) information is transmitted from a user at a telephone station that comprises an indication of the user's language preference and (ii) that information is received and is used to store an indication of the user's language preference. Neither Manuel et al. nor He disclose these features. While Manuel et al. summarily discloses that "information about a calling party is obtained during or subsequent to service order processing," Manuel et al. provides no description of how that information is obtained. (Col. 3, lines 50-52.) Significantly, Manuel et al. does not disclose receiving information that is transmitted from a user at a telephone station, where the information comprises an indication of the user's language preference, and storing an indication of the user's language preference after receiving the information transmitted from the user at the telephone station as recited in Claims 1, 13, and 22.


Similarly, while He describes in the Abstract that "[a] telephone user is enabled to specify a language preference through an account language preference field or with telephone

commands from a telephone,” He does not disclose receiving information that is transmitted from a user at a telephone station, where the information comprises an indication of the user’s language preference, and storing an indication of the user’s language preference after receiving the information transmitted from the user at the telephone station as recited in Claims 1, 13, and 22. With respect to the first option, while He discloses that a language preference can be stored in a database, He does not disclose that this can be done in response to receiving information transmitted from a user at a telephone station. Indeed, He describes that the language preference field is defaulted for a new customer and is present for an existing customer. (Col. 5, lines 52-58.) Thus, the information in that field is not received from a user at a telephone station as recited in the pending claims. With respect to the second option, He makes clear that the user can use telephone commands to specify a language preference at the time that a call is made. (Col. 2, lines 16-18; col. 9, lines 29-32.) However, in this option, the language preference provided by the user at the time the call is made is not stored as recited in the pending claims. Because neither Manuel et al. nor He disclose the features recited in Claims 1-24, these claims are patentable over the proposed combination for at least these reasons.

Claims 7-8, 15, and 23 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Manuel et al. in view of He and further in view of Caccuro et al. Applicants submit that there is no motivation or suggestion to combine the teachings of these references, as suggested by the Examiner, and the proposed combination is the result of nothing more than using the claimed invention as a blueprint to pick-and-choose isolated elements from the prior art. Accordingly, Claims 7-8, 15, and 23 are patentable over the proposed combination for this reason alone. Even if these references could be properly combined, because Claims 7-8, 15, and 23 depend from Claims 1, 13, and 22, they are patentable for at least the reasons stated above.

In view of the above amendments and remarks, Applicants submit that this case is in condition for allowance. If the Examiner feels that a telephone interview would be helpful in resolving any remaining issues, the Examiner is respectfully invited to contact Applicants' undersigned attorney.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Jason C. White", is written over a horizontal line.

Jason C. White
Registration No. 42,223
Attorney for Applicants

BRINKS HOFER GILSON & LIONE
P.O. Box 10395
Chicago, Illinois 60610